

Response to On-Scene, Priorities Alpha & Omega Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

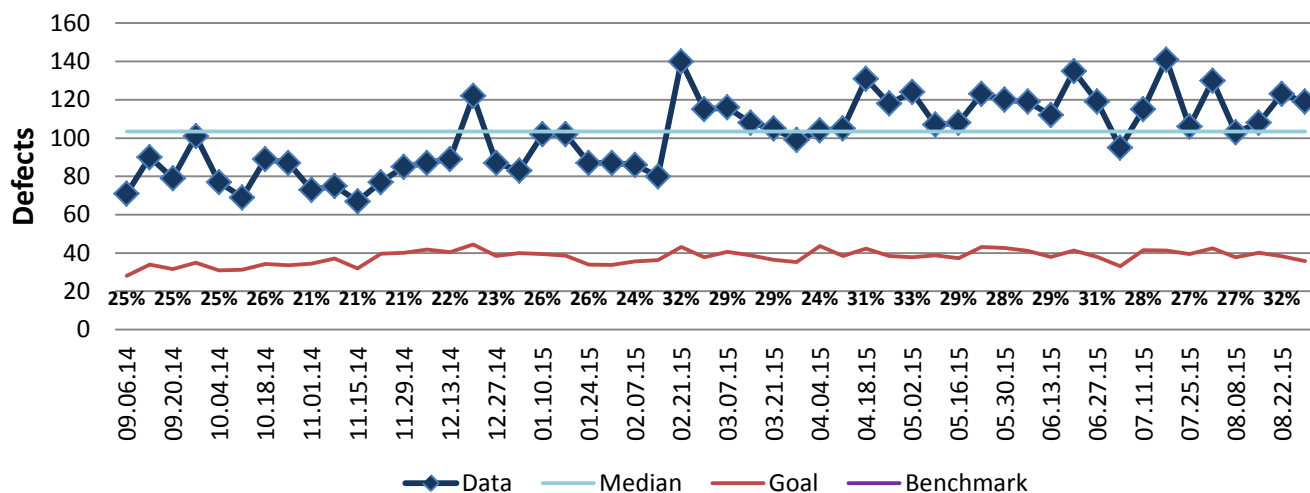
Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal :16 minutes or less 90% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Weekly count of priority alpha/omega response to onscene times that exceed the goal of 16 minutes. Why Measure: To understand system capability & customer expectations Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums.

How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
1,967	5,300		36	119	
Defects	Defects		Defects	Defects	

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Identified Factors Impacting RTOS

Controllable (EMS)

Deployment of resources
Response matrix/protocol
Operator Error
Technology issues
Re-coding/altered response priority

Uncontrollable Factors

Technology issues
Call volume
Staging times
Traffic/construction
Weather
Anchorage Fire & Rescue